

**WORK PLAN**

FROM: 07/01/06 TO 06/30/08

**2-1-1 VIRGINIA/INFORMATION & REFERRAL**

CONTRACTOR NAME: Council of Community Services

**APPENDIX B****Goal #1: CODE OF VIRGINIA § 63.2-227 REGIONAL PROVIDERS DUTIES:** Collect, maintain and disseminate resource data**Objective #1:** To provide comprehensive information and referral services**Desired Results:** The 2-1-1 VIRGINIA/I&R database will contain accurate, legitimate, up-to-date and comprehensive human services information

Strategies (Methods) & Activities (Action Steps)	Staff Responsible	Evaluation Measures	Begin Date	End Date
1. Provide 2-1-1 VIRGINIA services from 8:30 a.m. through 5:00 p.m*, five days a week  *Service hours will be 8:30 a.m. - Midnight upon receipt of additional funds	Roanoke Contractor & Subcontractors	100% compliance; Subcontractors will provide service during designated hours and will arrange for alternate coverage by another Subcontractor when needed	07/01/06	06/30/08
2. Provide professional Information & Referral services via telephone access.	Roanoke Contractor & Subcontractors	Strive to assist 100% of the information & referral inquiries that come in via telephone	07/01/06	10/31/06 01/31/07 04/30/07 07/31/07  10/31/07 01/31/08 04/31/08 07/31/08
3. Provide professional Information & Referral services via Internet.	Roanoke Contractor & Subcontractors	Reply to 100% of electronic inquiries for services	07/01/06	10/31/06 01/31/07 04/30/07 07/31/07  10/31/07 01/31/08 04/31/08 07/31/08

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4. Designate staff to represent 2-1-1 VIRGINIA at the Virginia State Fair	Roanoke Contractor & Subcontractors	2-1-1 VIRGINIA/I&R Subcontractors will assist as needed	07/01/06	10/31/06 10/31/07
5. Promote 2-1-1 VIRGINIA/Statewide I&R Services through distribution of 2-1-1 promotional items (pens, brochures) and Quick Guides	Roanoke Contractor & Subcontractors	Distribute 2-1-1 VIRGINIA promotional materials and maintain record of agencies/individuals that receive items	07/01/06	10/31/06 01/31/07 04/30/07 07/31/07  10/31/07 01/31/08 04/31/08 07/31/08
6. Enter new public, private and faith-based human service resources into the 2-1-1 VIRGINIA/I&R database.	Roanoke Contractor & Subcontractors	Add new resources in the Statewide database in the contract year to equal 2% or 420 within the contract year using baseline number of 21,000 resources (approximately 105 each quarter)	07/01/06	10/31/06 01/31/07 04/30/07 07/31/07  10/31/07 01/31/08 04/31/08 07/31/08

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7. Maintain a database of statewide resources on the Web.	Roanoke Contractor	100% compliance; 12 exports per year.	07/01/06	07/31/06 08/31/06 09/30/06 10/31/06 11/30/06 12/31/06 01/31/07 02/29/07 03/31/07 04/30/07 05/31/07 06/30/07  07/31/07 08/31/07 09/30/07 10/31/07 11/30/07 12/31/07 01/31/08 02/29/08 03/31/08 04/30/08 05/31/08 06/30/08

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8. Update resources in each of the regional databases.	Roanoke Contractor & Subcontractors	Formally update 90% of the resources in the statewide database within the contract year	07/01/06	10/31/06 01/31/07 04/30/07 07/31/07  10/31/07 01/31/08 04/31/08 07/31/08

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**Goal #2: CODE OF VIRGINIA § 63.2-227 REGIONAL PROVIDERS DUTIES:** Provide citizen access to information about resources throughout the Commonwealth

**Objective #1:** To increase access to information on services through the use of technology for the residents of the Commonwealth

**Desired Results:** The number of visits on the Statewide web site and the customer call rate of the Statewide Human Services Information and Referral System in Virginia will increase.

Strategies (Methods) & Activities (Action Steps)	Staff Responsible	Evaluation Measures	Begin Date	End Date
1. Promote the use of the Statewide Web site.	Roanoke Contractor & Subcontractors	Increase number of visits per year by 5% or 972 additional visits within the contract year (approximately 243 per quarter based on baseline number of 19,440 hits in 2005-06 year).	07/01/06	10/31/06 01/31/07 04/30/07 07/31/07  10/31/07 01/31/08 04/31/08 07/31/08
2. Pursue technology needed to create regional Directory on Disk and/or enhanced versions of the database for requesting agencies (specialized directories, mailing labels, etc.)	Roanoke Contractor & Subcontractors	Report on distribution of Directory on Disk and/or other enhanced versions of the database, whether distributed for revenue or provided free of charge.	07/01/06	10/31/06 01/31/07 04/30/07 07/31/07  10/31/07 01/31/08 04/31/08 07/31/08

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**2-1-1 VIRGINIA/INFORMATION & REFERRAL**

CONTRACTOR NAME: Council of Community Services

**APPENDIX B**

**Goal #3: CODE OF VIRGINIA § 63.2-227 REGIONAL PROVIDER DUTIES:** Assist in planning functions by providing selected data to the Virginia Department of Social Services on a regular basis

**Objective #1:** Provide data for the Commonwealth as requested by the Virginia Department of Social Services to identify trends in customer needs

**Desired Results:** Decision-makers will have a better understanding of the needs of the clients and the clients will have an advocate for their needs in the Commonwealth

Strategies (Methods) & Activities (Action Steps)	Staff Responsible	Evaluation Measures	Begin Date	End Date
1. Submit quarterly reports to VDSS about 2-1-1 VIRGINIA/I&R activities.	Roanoke Contractor	Submit 100% of the quarterly reports (4 total, one per quarter) with the following information and data: <ul style="list-style-type: none"> <li>• Call Volume</li> <li>• Contact Type</li> <li>• Top 10 Needs</li> <li>• Top 5 Unmet Needs</li> <li>• Follow-up and Advocacy Report</li> <li>• Customer Satisfaction Data</li> <li>• Number of Visitor Hits to the Web site</li> <li>• Number of new public, private and faith-based resources entered into the regional database</li> <li>• Number of agencies/programs formally updated</li> <li>• Number of 2-1-1 VIRGINIA promotional items distributed</li> </ul>	07/01/06	10/31/06 01/31/07 04/30/07 07/31/07  10/31/07 01/31/08 04/31/08 07/31/08
2. Compile an Annual Report for the 2-1-1 VIRGINIA/Statewide Information & Referral System.	Roanoke Contractor & Subcontractors	100% compliance; Submit Annual Report to VDSS in the approved format	07/01/06	07/25/07  07/23/08

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**Objective #1:** Provide data for the Commonwealth as requested by the Virginia Department of Social Services to identify trends in customer needs

**Desired Results:** Decision-makers will have a better understanding of the needs of the clients and the clients will have an advocate for their needs in the Commonwealth

3. Distribute data to assist in planning and identifying trends in customer needs	Roanoke Contractor	100% compliance; Upload Annual Report to the Statewide Website	07/01/06	07/31/07 07/31/08

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CONTRACTOR NAME: Council of Community Services

**APPENDIX B**

**Goal #4: CODE OF VIRGINIA § 63.2-227 REGIONAL PROVIDERS DUTIES:** Provide data to public and private agencies other than the Virginia Department of Social Services on a contractual basis

**Objective #1:** Provide data for the Commonwealth as requested by public and private agencies to identify trends in customer needs

**Desired Results:** Increased utilization of the Statewide 2-1-1 VIRGINIA/I&R System by other State Departments under fee for service contracts

Strategies (Methods) & Activities (Action Steps)	Staff Responsible	Evaluation Measures	Begin Date	End Date
1. Conduct an audit of the statewide 2-1-1 VIRGINIA/I&R database to identify duplicate and missing resource information and to ensure adherence to the Style Manual.	Roanoke Contractor	Web Auditor will review resource records to ensure compliance with the Style Manual and to look for more efficient ways to organize the database and to classify the data so that resources can be found quickly and easily by 2-1-1 VIRGINIA/I&R specialists and consumers.  Results will be presented to the Database Users Group on a monthly basis	07/01/06	07/31/06 08/31/06 09/30/06 10/31/06 11/30/06 12/31/06 01/31/07 02/29/07 03/31/07 04/30/07 05/31/07 06/30/07  07/31/07 08/31/07 09/30/07 10/31/07 11/30/07 12/31/07 01/31/08 02/29/08 03/31/08 04/30/08 05/31/08 06/30/08



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**Goal #4: CODE OF VIRGINIA § 63.2-227 REGIONAL PROVIDERS DUTIES:** Provide data to public and private agencies other than the Virginia Department of Social Services on a contractual basis

**Objective #1:** Provide data for the Commonwealth as requested by public and private agencies to identify trends in customer needs

**Desired Results:** Increased utilization of the Statewide 2-1-1 VIRGINIA/I&R System by other State Departments under fee for service contracts

2. Fulfill requirements of contracts with state agencies (Dept. of Health, Dept. of Mental Health, Retardation, Substance Abuse, etc.).	Roanoke Contractor & Subcontractors	Provide list of new or renewal 2-1-1 VIRGINIA/I&R contracts with state agencies to VDSS and Sole Source Contractor within 10 days of receipt of signed contract.	07/01/06	10/31/06 01/31/07 04/30/07 07/31/07  10/31/07 01/31/08 04/31/08 07/31/08
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**2-1-1 VIRGINIA/INFORMATION & REFERRAL**

CONTRACTOR NAME: Council of Community Services

**APPENDIX B****Goal #5: CODE OF VIRGINIA § 63.2-227 REGIONAL PROVIDERS DUTIES:** Cooperate with the state administering agency**Objective #1:** To strengthen the Statewide Human Services Information and Referral System**Desired Results:** The Statewide Human Service Information and Referral System will function as a single seamless Statewide System

Strategies (Methods) & Activities (Action Steps)	Staff Responsible	Evaluation Measures	Begin Date	End Date
1. Update and adhere to the provisions outlined in the 2-1-1 VIRGINIA/Statewide I&R Manual.	Roanoke Contractor & Subcontractors	100% compliance; Provide updates to the I&R Guidance Manual according to the following schedule: Sections 1 & 2 Sections 3 & 4 Sections 5 & 6 Sections 7 & 8 Section 9  Sections 1 & 2 Sections 3 & 4 Sections 5 & 6 Sections 7 & 8 Section 9	07/01/06	04/06/07 04/13/07 04/20/07 04/27/07 05/04/07  04/04/08 04/11/08 04/18/08 04/25/08 05/02/08
2. Serve as liaison between 2-1-1 VIRGINIA/I&R System and agencies under the Secretariat of Health & Human Resources in order to establish and maintain a mutual relationship between the 2-1-1 VIRGINIA/I&R System and members of the Secretariat.	Roanoke Contractor & Subcontractors	Contact members of the Secretariat of Health & Human Resources by letter, e-mail, telephone, or in person to provide updates on 2-1-1 VIRGINIA and to ensure accuracy of agency information in database	07/01/06	10/31/06 01/31/07 04/30/07 07/31/07  10/31/07 01/31/08 04/31/08 07/31/08

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3. Participate in monthly 2-1-1 VIRGINIA/I&R meetings and conference calls.	Roanoke Contractor & Subcontractors	100% compliance; Submit 12 monthly meeting minutes. Draft minutes submitted to VDSS within five business days	07/01/06	07/31/06 08/31/06 09/30/06 10/31/06 11/30/06 12/31/06 01/31/07 02/29/07 03/31/07 04/30/07 05/31/07 06/30/07  07/31/07 08/31/07 09/30/07 10/31/07 11/30/07 12/31/07 01/31/08 02/29/08 03/31/08 04/30/08 05/31/08 06/30/08  10/31/07 01/31/08 04/31/08 07/31/08
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4. Report monthly expense invoices to VDSS for reimbursement.	Roanoke Contractor	100% compliance; Submit 12 monthly invoices*	07/01/06	07/20/06 08/20/06 09/20/06 10/20/06 11/20/06 12/20/06 01/20/07 02/20/07 03/20/07 04/20/07 05/20/07 06/20/07  07/20/07 08/20/07 09/20/07 10/20/07 11/20/07 12/20/07 01/20/08 02/20/08 03/20/08 04/20/08 05/20/08 06/20/08
		*Invoice dates are subject to change		

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**APPENDIX B****Goal #6: CODE OF VIRGINIA § 63.2-227 REGIONAL PROVIDER DUTIES:** Seek funds from available sources**Objective #1:** Diversify funding sources in cooperation with the Virginia Department of Social Services for a stronger Statewide Human Services Information and Referral System**Desired Results:** An incremental increase in revenue from sources other than the contract with the Virginia Department of Social Services

Strategies (Methods) & Activities (Action Steps)	Staff Responsible	Evaluation Measures	Begin Date	End Date
1. Solicit additional funding resources (non-profit grants, private foundations, etc.)	Roanoke Contractor & Subcontractors	Submit a minimum of 4 solicitations in the contract year and provide copies of letter of award and/or letters of denial to VDSS and Sole Source Contractor within 10 days of receipt	07/01/06	10/31/06 01/31/07 04/30/07 07/31/07  10/31/07 01/31/08 04/31/08 07/31/08
2. Explore contract opportunities between the 2-1-1 VIRGINIA/I&R System, agencies listed under the Secretariat, other state agencies (such as Virginia Department of Emergency Management) and statewide organizations (such as Senior Navigator).	Roanoke Contractor & Subcontractors	100% compliance; Schedule 4 conference calls or meetings annually (one per quarter)	07/01/06	10/31/06 01/31/07 04/30/07 07/31/07  10/31/07 01/31/08 04/31/08 07/31/08

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**Goal #8: CODE OF VIRGINIA § 63.2-227 REGIONAL PROVIDER DUTIES:** When feasible and appropriate and within the limits of available funds, establish satellite offices or develop cooperative agreements with the local information and referral groups and resource and referral groups that can assist the regional providers in performing their duties and responsibilities

**Objective #1:** To position the Information and Referral System as part of an improved structure to deliver human services

**Desired Results:** Expanded role of information and referral providers in delivering human services effectively and efficiently

Strategies (Methods) & Activities (Action Steps)	Staff Responsible	Evaluation Measures	Begin Date	End Date
1. Secure contracts with state, regional and local agencies that include usage of the toll-free 2-1-1 VIRGINIA/I&R telephone number.	Roanoke Contractor & Subcontractors	100% compliance; Secure or maintain 2 state and/or local agreements within the contract year for use of the toll-free 2-1-1 VIRGINIA/I&R telephone number and submit copy of contract to VDSS and Sole Source Contractor within 10 days of execution	07/01/06	10/31/06 01/31/07 04/30/07 07/31/07  10/31/07 01/31/08 04/31/08 07/31/08
2. Conduct quarterly meetings between VDSS and Sole Source Contractor (either in person or by conference call)	Roanoke Contractor	100% compliance; Attend 4 quarterly meetings	07/01/06	08/03/06 11/02/06 02/01/07 05/03/07  08/02/07 11/01/07 02/07/08 05/01/08